



4022X

4022D

# Quick Start Guide

Thank you for buying ALCATEL ONETOUCH PIXI 3 (3.5). We hope you will enjoy your high-quality mobile communication experience.

For more information about how to use the cellphone, please go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com) to download the complete user manual. From the website you can also consult the FAQ.



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[www.sar-tick.com](http://www.sar-tick.com)

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 22 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

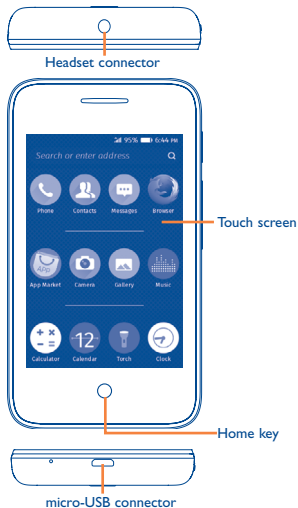


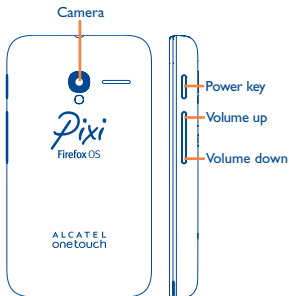
## PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

# Your mobile .....

## 1.1 Keys and connectors





### Home key

- While on any application or screen, touch to return to the Home screen. Touch and hold to finish the running application.



### Power key

- Press: Lock the screen/Light up the screen
- Press and hold: Power on or generate a pop up menu providing more options, such as **Turn on airplane mode**, **Silence incoming calls**, **Restart**, **Power off**.
- Press and hold **Power** key and **Home** key to capture a screenshot.
- Press to mute the ringtone when there's an incoming call.



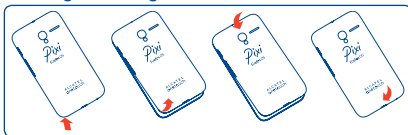
### Volume keys

- In call mode, adjust the earpiece or headset volume.
- In Music/Video/Streaming mode, adjust the media volume.
- Mute the ringtone of an incoming call.

## 1.2 Getting started

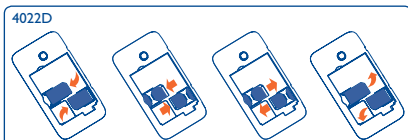
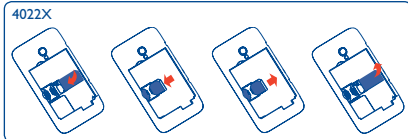
### 1.2.1 Set-up

#### Removing or installing the back cover



#### Inserting or removing the SIM card

You must insert your SIM card to make phone calls. Please power off your phone before inserting or removing the SIM card.

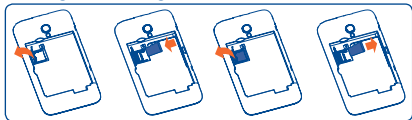


Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.



Your phone only supports mini SIM card. Do not attempt to insert other SIM types like micro and nano cards, otherwise you may damage your phone.

### Installing and removing the microSD card



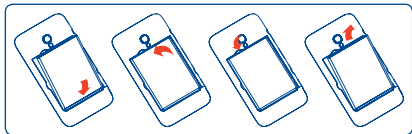
To install, please open microSD card lock first, and then place the external microSD card into the slot with the gold contact facing down. To remove the external microSD card, please open microSD card lock and take it out from the slot.



Before removing the microSD card, you should ensure the phone is off, to protect it from corruption or damage. In addition, regularly removing or inserting the SD card may cause the phone to restart.

### Installing or removing the battery

Please power off your phone before removing the battery.



- Insert and click the battery into place, then close the cover.
- Unclip the cover, then remove the battery.

### Charging the battery



Connect the battery charger to your phone and mains socket respectively.



The charging status bar will not float if your battery is extensively consumed. To reduce power consumption and energy waste, once the battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi and Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

### 1.2.2 Power on your phone

Hold down the **Power** key until the phone powers on. It will take a few seconds before the screen lights up.

### Set up your phone for the first time

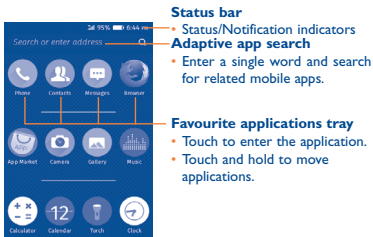
The first time you power on the phone, you should set the following options: language, date & time, etc.

### 1.2.3 Power off your phone

Hold down the **Power** key until the Phone options appear, select **Power off**.

## 1.3 Home screen

You can bring all the items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Slide the Home screen horizontally left and right to view all the applications. Touch the **Home** key to switch to Home screen.



### 1.3.1 Using the touchscreen

#### Touch

To access an application, touch it with your finger.

#### Touch and Hold

Touch and hold the home screen to change the wallpaper.

#### Drag

Place your finger on any item to drag it to another location.

#### Pinch/Spread

Place your fingers of one hand on the screen surface and draw them apart or together to scale an element on the screen.























#### Rotate

Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better view.

### 1.3.2 Status bar

From status bar, you can view both phone status and notification information.

#### Status icons

|   |                                 |   |                                  |
|---|---------------------------------|---|----------------------------------|
|  | GPRS connected                  |  | Vibrate mode                     |
|  | EDGE connected                  |  | Ringer is silenced               |
|  | 3G connected                    |  | Battery is very low              |
|  | Network in use                  |  | Battery is low                   |
|  | Connected to a Wi-Fi network    |  | Battery is partially drained     |
|  | Bluetooth is on                 |  | Battery is full                  |
|  | Connected to a Bluetooth device |  | Battery is charging              |
|  | Airplane mode                   |  | Headset connected                |
|  | Alarm is set                    |  | No signal (gray)                 |
|  | Roaming                         |  | Signal strength (white)          |
|  | No SIM card inserted            |  | Phone is connected via USB cable |

**Notification icons**

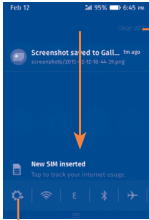
|   |                                |   |                     |
|---|--------------------------------|---|---------------------|
|   | New text or multimedia message |   | Missed call         |
|  | Song is playing                |  | Screenshot captured |

Touch and drag down the Status bar to open the Quick setting panel or Notification panel.Touch and drag up to close it.When there are notifications, you may touch and drag the Status bar to access Quick setting panel directly.

**Quick setting panel/Notification panel**

Touch and drag down the Status bar to open Quick setting panel, where you can enable or disable functions or change modes by touching the icons.

When there are notifications, touch and drag down the Status bar to open the Notification panel and read the detailed information.



Touch to clear all event-based notifications (other ongoing notifications will remain)

Touch to access **Settings**, where you can set more items

**1.3.3 Lock/Unlock your screen**

Press the Power key and then drag the lock screen to the right to unlock your phone. To protect your phone and privacy, you can unlock the phone screen by a password.

**1.3.4 Personalise your Home screen**

**Add**

You can touch and hold a folder, an application or a widget to activate Move mode, and drag the item to any Home screen as you prefer.

**Reposition**

Touch and hold the item to be repositioned to activate Move mode, drag the item to the desired position and then release.You can move items both on the Home screen and the favourite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

**Wallpaper customisation**

Touch and hold any space on the screen, and then touch **Change Wallpaper** to customise wallpaper.

**1.3.5 Volume adjustment**

You can set ringer, media and phone ringtone volume to your preference by pressing **Volume up/down** key or touching **Settings\ Sound**.

**2 Text input .....**

**Keyboard**

Touch to switch between "abc/Abc" mode;  
Touch twice to switch to "ABC" mode.

Touch to switch to symbol and numeric keyboard.

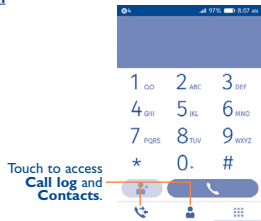


## 3 Phone call .....

### 3.1 Placing a call

Touch  on the home screen to access **Phone** application.

#### Dial screen

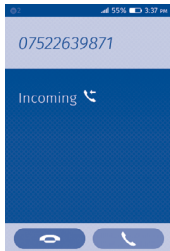


Enter the desired number from the keyboard directly or select a contact from **Contacts** or **Call log** by touching tabs, then touch the dialling icon to place the call.

The number you entered can be saved to **Contacts** by touching the icon  and **Create new contact**.

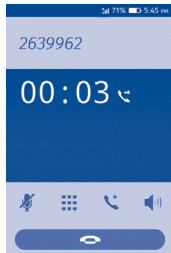
### 3.2 Answering or rejecting a call

When you receive a call, touch  to answer the call and touch  to reject the call.



### 3.3 Hanging up a call

Touch  to hang up an ongoing call.



## 4 Contacts.....

### Adding a contact

From the Home screen, select **Contacts**  app, then touch the icon  to create a new contact.



## 5 Messaging.....

You can create, edit and receive SMS and MMS with this phone.

To access this feature, touch  from the Home screen.



## Sending a text message

Enter the mobile phone number of the recipient or touch  to add recipients, touch **Message** bar to type the text of the message. When finished, touch  to send the text message.



An SMS of more than 160 characters will be charged as several SMS. Specific (accented) letters will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

## Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and audio to other compatible phones.

An SMS will be converted to MMS automatically when media files (image, video, audio, slides, etc.) are attached or Subject are added.

# 6 Email

To access this function, touch **Email** from the Home screen.

An email wizard will guide you through the steps to set up an email account.

- Enter the email address and password of the account you want to set up.
- Touch **Next**. If the account you entered is not provided by your service provider in the phone, you will be prompted to go to the email account settings screen to enter settings manually. Alternatively, you can touch **Manual setup** to directly enter the incoming and outgoing settings for the email account you are setting up.
- Enter the account name and display name in outgoing emails.


# 7

## Getting connected .....

To connect to the Internet with this phone, you can use GPRS/EDGE networks or Wi-Fi, whichever is most convenient.

### 7.1 Connecting to the Internet

#### 7.1.1 GPRS/EDGE

The first time you turn on your phone with a SIM card inserted, it will automatically configure network service: GPRS or EDGE or 3G. If the network is not connected, you can touch the icon  on Quick setting panel.

#### 7.1.2 Wi-Fi


Using Wi-Fi, you can connect to the Internet when your phone is within range of a wireless network. Wi-Fi can be used on the phone even without a SIM card inserted.

#### To turn Wi-Fi on and connect to a wireless network

- Touch **Settings**.
- Touch the switch beside Wi-Fi to turn Wi-Fi on or off.
- Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (contact network operator for details). When finished, touch **OK**.

### 7.2 Browser.....

Using Browser, you can enjoy surfing the Web.

To access this function, touch the Browser icon  on the Home screen.

#### To go to a web page

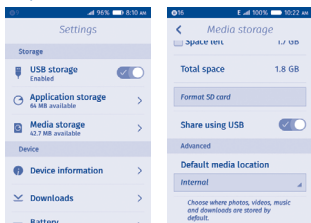
On Browser screen, touch the URL box at the top, enter the address of the web page, then touch  to confirm.

### 7.3 Connecting to a computer

With the USB cable, you can transfer media files and other files between mobile phone and a computer.



Before using USB storage, open **Settings\USB storage** first (it is enabled by default), then touch **Settings\Media storage\Share using USB** to enable USB storage and Share using USB. Both of them are required to be enabled at the same time.



### To connect your phone to the computer:

- Use the USB cable that came with your phone to connect the phone which has been inserted with memory card to a USB port on your computer.

All data you have downloaded is stored in **File Manager**, where you can view media files (videos, photos, music and others), rename files, etc.

## 8 Applications & Internal storage ...

### 8.1 Applications

With this phone, some built-in applications and other third party applications are available for your convenience.

### 8.2 Internal storage

Touch **Settings\Application storage** to display the amount of internal phone storage used by the operating system, its components, applications (including those you downloaded), permanent and temporary data.



If a warning message comes up saying that phone memory is limited, you are required to free up space by deleting some unwanted applications, downloaded files, etc.

## 9

## Making the most of your phone .....

You can use Mobile Upgrade tool or FOTA Upgrade tool to update your phone's software.

### 9.1 Mobile Upgrade


Download Mobile Upgrade from ALCATEL ONETOUCH website ([www.alcatelonetouch.com](http://www.alcatelonetouch.com)) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool). Your phone's software will now have the latest software.



All personal information will be permanently lost following the update process. We recommend you back up your personal data before upgrading.

### 9.2 FOTA Upgrade

To access **System Updates**, please open **Settings\Device information\System updates**. Touch **Check for updates**, and the phone will search for the latest software. If you want to update the system, please touch the button **Download**, after it's done please touch **Install** to complete the upgrade. Now your phone will have the latest software version.

You should turn on data connection or connect through Wi-Fi before searching for updates. Settings for auto-check intervals and reminders about upgrades are also available once you restart the phone. If you have chosen auto-check, when the system discovers the new version, the download icon  will appear on the Notification panel. Touch the notification to access the **System Updates** directly.



During FOTA downloading or updating, to avoid errors in locating the correct update packages, do not change your default storage location.

# Safety and use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

## • TRAFFIC SAFETY:

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset,...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

## • CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere. When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and

accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -10°C to +55°C.

At over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your phone.

Some people may suffer epileptic seizures or blackouts when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone.

Parents should monitor their children's use of video games. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.

- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.

- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.



### PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

### • PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

### • BATTERY:

Observe the following precautions:

- Do not attempt to open the back cover,
- Do not attempt to eject, replace and open battery,
- Do not punctuate the back cover of your phone,
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.



This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

### In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

### In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

**CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**

### • CHARGERS

Mains powered chargers will operate within the temperature range of: 0°C to 40°C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

### RADIO WAVES:

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organisation (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

| Maximum SAR for this model and conditions under which it was recorded. |               |            |
|--|---------------|------------|
| Head SAR   | GSM 900+Wi-Fi | 1.224 W/kg |
| Body-worn SAR  | GSM 900+Wi-Fi | 1.124 W/kg |

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value. Body-worn SAR testing has been carried out at a separation distance of 10 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body. Organisations such as the World Health Organisation and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone. For more information you can go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com) Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-emf>.

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it. As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- (i) the technical possibilities available,
- (ii) the costs for implementing the measures,
- (iii) the risks involved with the processing of the personal data, and
- (iv) the sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

## • LICENCES



microSD Logo is a trademark.



The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Ltd. and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

### **ALCATEL ONETOUCH 4022X/4022D Bluetooth Declaration ID D025049**



The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

You have purchased a product which uses the open source (<http://opensource.org/>) programmes mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programmes licensed under the GNU General Public License and Apache License.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication.

You may download the source codes from <http://sourceforge.net/projects/alcatel/files/>. The provision of the source code is free of charge from Internet.

## General information .....

- **Internet address:** [www.alcatelonetouch.com](http://www.alcatelonetouch.com)
- **Hot Line Number:** see “TCL Communication Services” leaflet or go to our website.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong
- **Electronic labeling path:** Touch Settings\Device information\Regulatory & Safety or press \*#07# and then the dialling icon, you can find more information about labeling <sup>(1)</sup>.

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: [www.alcatelonetouch.com](http://www.alcatelonetouch.com)

Your telephone is a transceiver that operates on GSM in quad-band with 850/900/1800/1900 MHz or UMTS in dual band with 900/2100 MHz.

# CE | 588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: [www.alcatelonetouch.com](http://www.alcatelonetouch.com).

### **Protection against theft <sup>(2)</sup>**

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering \* # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

<sup>(1)</sup> It depends on countries.

<sup>(2)</sup> Contact your network operator to check service availability.

# Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

TCL Communication shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively. This handset may contain materials, including applications and software in executable or source code form, which is submitted by third parties for inclusion in this handset ("Third Party Materials"). All third party materials in this handset are provided "as is", without warranty of any kind, whether express or implied, including the implied warranties of merchantability, fitness for a particular purpose or use/third party application, interoperability with other materials or applications of the purchaser and non-infringement of copyright. The purchaser undertakes that TCL Communication has complied with all quality obligations incumbent upon it as a manufacturer of mobile devices and handsets in complying with Intellectual Property rights. TCL Communication will at no stage be responsible for the inability or failure of the Third Party Materials to operate on this handset or in interaction with any other devices of the purchaser. To the maximum extent permitted by law, TCL Communication disclaims all liability for any claims, demands, suits or actions, and more specifically – but not limited to – tort law actions, under any theory of liability, arising out of the use, by whatever means, or attempts to use, such Third Party Materials. Moreover, the present Third Party Materials, which are provided free of charge by TCL Communication, may be subject to paid updates and upgrades in the future; TCL Communication waives any responsibility regarding such additional costs, which shall be borne exclusively by the purchaser. The availability of the applications may vary depending on the countries and the operators where the handset is used; in no event shall the list of possible applications and software provided with the handsets be considered as an undertaking from TCL Communication; it shall remain merely as information for the purchaser. Therefore, TCL Communication shall not be held responsible for the lack of availability of one or more applications wished for by the purchaser; as its availability depends on the country and the operator of the purchaser. TCL Communication reserves the right at any time to add or remove Third Party Materials from its handsets without prior notice; in no event shall TCL Communication be held responsible by the purchaser for any consequences that such removal may have on the purchaser regarding the use or attempt to use such applications and Third Party Materials.

# Warranty.....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months <sup>(1)</sup> from the date of purchase as shown on your original invoice.

Batteries <sup>(2)</sup> and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months <sup>(1)</sup> from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

- 1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
- 2) Connection to any equipment not supplied or not recommended by TCL Communication Ltd.
- 3) Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor,
- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

<sup>(1)</sup> The warranty period may vary depending on your country.

<sup>(2)</sup> The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.


There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

## Troubleshooting.....

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge (  ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.

and carry out the following checks:

### **My phone cannot be switched on or is frozen**

- When the phone cannot be switched on, charge for at least 20 minutes to ensure the minimum battery power needed, then try to switch on again.

### **My phone has not responded for several minutes**

- Restart your phone by pressing and holding the **Power** key.

### **My phone turns off by itself**

- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not accidentally contacted while the screen is unlocked.
- Check the battery charge level.

### **My phone cannot charge properly**

- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charge indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C).
- When abroad, check that the voltage input is compatible.

### **My phone cannot connect to a network or “No service” is displayed**

- Try connecting in another location.
- Verify the network coverage with your operator.
- Check with your operator that your SIM card is valid.
- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.

### **My phone cannot connect to the Internet**

- Check that the IMEI number (press \*#06#) is the same as the one printed on your warranty card or box.
- Make sure that the Internet access service of your SIM card is available.
- Check your phone's Internet connecting settings.
- Make sure you are in a place with network coverage.
- Try connecting at a later time or another location.

### **Invalid SIM card**

- Make sure the SIM card has been correctly inserted (see “Inserting or removing the SIM card”).
- Make sure the chip on your SIM card is not damaged or scratched.
- Make sure the service of your SIM card is available.

### **Unable to make outgoing calls**

- Make sure you have dialled a valid number and have touched **Call**.
- For international calls, check the country and area codes.
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

### **Unable to receive incoming calls**

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

### **The caller's name/number does not appear when a call is received**


- Check that you have subscribed to this service with your operator.
- Your caller has concealed his/her name or number.

### **I cannot find my contacts**

- Make sure your SIM card is not broken.
- Make sure your SIM card is inserted properly.

- Import all contacts stored in SIM card to phone.

#### **The sound quality of the calls is poor**

- You can adjust the volume during a call by pressing the **Volume Up/Down** key.
- Check the network strength .
- Make sure that the receiver, connector or speaker on your phone is clean.

#### **I am unable to use the features described in the manual**

- Check with your operator to make sure that your subscription includes this service.
- Make sure this feature does not require an ALCATEL ONETOUCH accessory.

#### **When I select a number from my contacts, the number cannot be dialled**

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country prefix when calling a foreign country.

#### **I am unable to add a contact in my contacts**

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories).

#### **I am unable to send and receive MMS**

- Check your phone memory availability as it might be full.
- Contact your network operator to check service availability and check MMS parameters.
- Verify the server centre number or your MMS profile with your operator.
- The server centre may be swamped, try again later.

#### **SIM card PIN locked**

- Contact your network operator to obtain the PUK code (Personal Unblocking Key).

#### **I am unable to download new files**

- Make sure there is sufficient phone memory for your download.
- Check your subscription status with your operator.

#### **The phone cannot be detected by others via Bluetooth**

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

#### **How to make your battery last longer**

- Make sure you follow the complete charge time (minimum 2.5 hours).

- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for a long time.
- Deactivate Bluetooth or Wi-Fi when not in use.

#### **The phone will become warm following prolonged calls, game playing, Internet surfing or running other complex applications.**

- This heating is a normal consequence of the CPU handling excessive data. Ending above actions will make your phone return to normal temperatures.



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